

The Cherokee County Board of Education believes that individuals should be provided with appropriate and expedient means to address and resolve concerns that may arise in a professional and consistent way. On occasion, a parent may have a concern, complaint, suggestion or request related to a school matter. Many questions are easily and completely answered by communicating directly with the educator in charge of the class or program.

Concerns, complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, the school district will establish clear protocols for reviewing and addressing concerns, complaints, and grievances as they arise. The protocol for specific matters, Communication Protocol: Issue and Point of Contacts, is attached to the policy as a document link.

Any complaint related to school personnel will be referred through proper administrative channels. For any matter in which further review is required, after exhausting all levels of review set forth in the Communication Protocol, the individual may elect to file a Formal KN Complaint through the guidelines established by the Superintendent of Schools.

Constituents who contact Board Members with a concern, complaint, or grievance will be referred to the Superintendent.

ADOPTED: August 2, 2001

REVISED: August 17, 2023, July 23, 2026

Cherokee County Board of Education